

**Project Name:** Program AIM Directional Study

**Agency:** Job Service North Dakota

**Business Unit/Program Area:** Unemployment Insurance

**Project Sponsor:** Darren Brostrom

**Project Manager:** Heather Raschke

Project Description
<p>The Job Service North Dakota (JSND), Unemployment Insurance (UI) Area, solicited proposals for an independent consultant to conduct an analysis of the current state and to identify the future state of the UI technology system, provide a study of the available options, and recommend a realistic direction for the modernization of the technology system. Basically, the current state is where we are; the future state is where we want to go; the available options and recommendation is how we get there.</p> <p>A realistic direction is one that takes into account situational factors and/or constraints that may affect Job Service North Dakota's ability to obtain the desired outcome.</p> <p>Chicago Systems Group, Inc. (CSG) is the vendor selected via an RFP process for the project.</p>

Business Need or Problem	
The problem of	JSND's limited knowledge of the options available for unemployment insurance system modernization
affects	UI Staff, IT Staff, Employers, Claimants, LMI Staff, DOL, Finance Staff, Legislature, Systems Management Staff, Planning Team, Local Office Staff, Information Sharing Partners (e.g. DHS, WSI, Counties, IRS, SSA, HUD, Railroad Retirement, etc.), Employer Representatives (e.g. Intuit, ADP, TALX, etc.), and the Information Technology Department.
The impact of which is	the prevention of the agency from progressing with Program AIM and the danger of the agency making poor decisions causing failure of the program.
A successful solution would be	a recommended realistic direction for modernization including architecture, costs, timeline, resources, pros, cons, and next steps.

Key Metrics		
Project Start Date	Estimated Length of Project	Estimated Cost
2/9/09	5.5 months	\$815,280

Benefits to Be Achieved	
Project Objectives	Measurement Description
Obtain a recommended realistic direction for UI system modernization from an independent entity.	<p>For each option presented, the following information has been provided: architecture, pros, cons, assumptions, estimated costs, estimate timeline, estimated resources, and next steps.</p> <p>The recommended option is traceable to the objectives and constraints.</p> <p>The recommendation includes modularization of the system and the order in which to build the modules.</p> <p>The vendor who developed the study and recommendation is not allowed to work on the modernization itself.</p>

Identify the appropriate staffing levels to carry-out the modernization.	Study and recommendation includes the end-user and information technology staff roles necessary to carry-out the modernization effort. For each role, the number of staff required must be identified.
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<b>Cost/Benefit Analysis</b>
<p>Job Service North Dakota has approximately \$12.8 million dollars of Reed Funds to modernize the entire system. Considering the failure rate of the UI Modernization projects in other states and the dollars spent (up to \$110 million), spending approximately 6% of the agency's modernization budget to ensure the right steps toward modernization are taken - and are taken in the correct order, is practicing due diligence.</p> <p>The major anticipated benefit of the project is to have a realistic direction for UI system modernization considering constraints, current architecture and technology, and staffing levels. The direction will be provided by an independent entity.</p>

<b>Key Constraints or Risks</b>		
Key Constraint: The project will be funded solely from the Reed Act appropriated for the Unemployment Insurance system modernization.		
Key Risks:		
<b>Risk</b>	<b>Impact</b>	<b>Proposed Mitigation</b>
Recommended solution will be biased towards vendor's future profits.	Recommendation will not be in the best interest of the agency. Resources and funds expended on direction that will not provide the best solution for the agency.	RFP bidders must list all business partners.  Selected vendor cannot be contracted with to carry-out the recommended solution.
Future UI modernization effort is based on naïve or ill-informed recommendation	Resources and funds expended on direction that will not provide the best solution for the agency.	<p>Bidders will be evaluated based on experience with:</p> <ul style="list-style-type: none"> <li>Performing studies of this nature</li> <li>Unemployment Insurance systems</li> <li>Unisys Mainframe platform</li> <li>Windows platform</li> <li>Programming Languages (e.g. Linc, J2EE, .Net, C#)</li> </ul> <p>Bidders will be evaluated based on references. Bidders must provide resumes of staff who will be assigned to the project.</p>
Study recommendation will not be realistic for JSND staffing levels and funding.	Recommended solution may not be achievable by the agency.	Bidders will be provided information regarding JSND staffing and funding levels. Selected vendor must factor the staffing and funding levels into the recommendation.
Recommended solution from the study may take a longer period of time to implement than is practical.	Portions of the system may become obsolete prior to the end of the modernization.	<p>Study recommendation must include a recommendation on how to modularize the components to be built. Components must be prioritized within the recommendation.</p> <p>Selected vendor must factor the staffing and funding levels into the recommendation.</p>
Cost of conducting the modernization will increase over time due to increasing	The agency may need to use funds beyond the current allocation to	Study recommendation must include a recommendation on how to modularize the components to be built. Components must be

consulting costs.	finish the modernization.	prioritized within the recommendation.  The recommendation must indicate what components are considered to be 'Core' to the modernization vs. Essential or Desired.
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